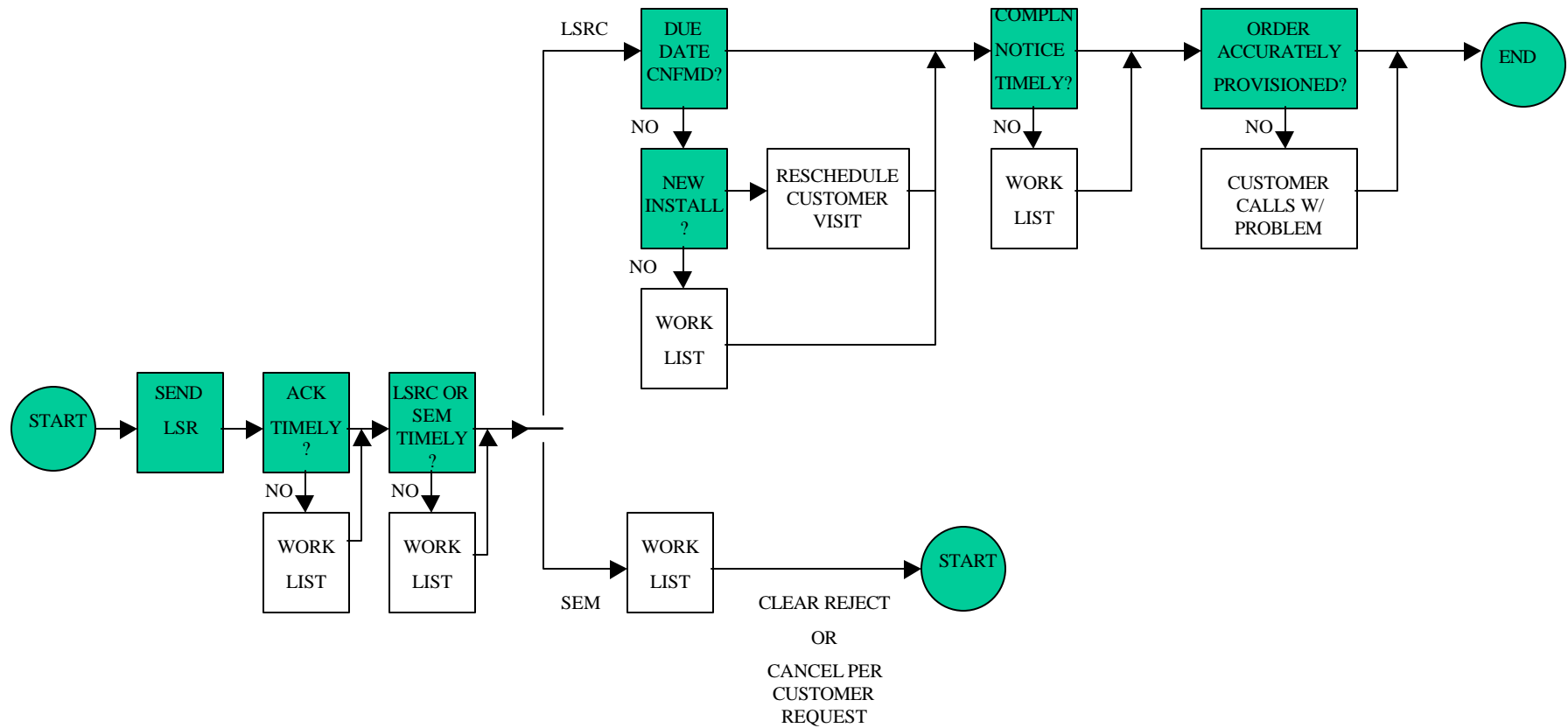


Costs Are Incurred As AT&T Attempts To Provide Excellent Customer Service In Spite of BA-NY Performance Failures...



LSR Local Service Request (aka Order)
 LSRC Local Service Request Confirmation (aka Confirmation)
 SEM Standard Error Message (aka Reject)

Incomplete / Delayed BA Responses Place Customer Service At Risk and Increase CLEC Costs...

